



## Rogers Fire Department Standard Operating Procedures

<b>Policy Title:</b>	Promotions and Testing		
<b>Policy Number:</b>	121	<b>Volume:</b>	Administration
<b>Approved By:</b>	Tom Jenkins	<b>Last Updated:</b>	September 2015
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<b>Revision Summary:</b>	Created – October 2011 Formatted – May 2012 Updated RPFA Information – July 2012 Updated RPFA Information – February 2013 Updated Fire Equipment Operator – September 2013 BC and CP Testing Requirements – September 2015		

### PURPOSE

The purpose of the job summary sheets and promotions policy is to provide regulated, systematic and uniform standards for positions within the RFD and the promotions that govern the appointing of personnel to those positions.

### POLICY

The City of Rogers Human Resources Department shall be responsible for the maintenance of job descriptions and formal personnel records. Personnel records will also be kept in a secure location at fire administration. Many promotional opportunities require the use of assessors to evaluate the behavioral dimensions of candidates. Whenever assessors are used, they shall be from outside the Northwest Arkansas area, as prescribed in the City of Rogers Civil Service Rules. All assessors shall be trained in the assessment center process by a RFD official. Although assessments are conducted from outside evaluators, the process shall be administered internally and managed by a member of the RFD command staff. This policy, under extreme circumstances, may be modified or changed by the Fire Chief as prescribed in the Rogers Civil Service Commission rules.

<b>POSITION:</b>	<b>Probationary Firefighter</b>
<b>DEPARTMENT:</b>	<b>Fire</b>
<b>REPORTS TO:</b>	<b>Fire Captain</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>CATEGORY:</b>	<b>Full-Time</b>

## **SUMMARY**

Under direct supervision of a Fire Captain:

- Controls and Extinguishes fire
- Protects life and property as well as maintains equipment in state of readiness
- Responds to alarms and other emergency calls
- Selects proper nozzle, hose and extinguishing method to mitigate fire
- Positions and climbs ladders to gain access to buildings and rescue occupants
- Creates ventilation openings by using a variety of available tools and techniques
- Utilizes salvage methods and equipment to minimize smoke, fire and water damage
- Provides emergency medical assistance to sick or injured citizens
- Communicates essential information utilizing two-way radio devices
- Inspects buildings for life safety and fire-related hazards in compliance with local adopted ordinances and standards
- Performs assigned duties as they relate to apparatus, quarters, buildings, equipment, grounds and fire hydrants
- Participates in drills, training evolutions and exercises to consistently be prepared

## **EDUCATIONAL BACKGROUND**

1. High School Diploma or equivalent
2. Associates or Bachelors degree in related field - PREFERRED

## **LICENSES, CERTIFICATES AND PREREQUISITES**

1. Must pass Arkansas State Firefighters Pension Physical Examination or physical compliant with NFPA 1582.
2. Valid Arkansas drivers license
3. Emergency Medical Technician – Basic or Paramedic (National and Arkansas Certification)
4. 21 Years of Age at time of hire

## **POSTREQUISITE TRAINING**

Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

## **ROGERS FIRE ACADEMY**

New firefighters shall be required to participate in the Rogers Fire Recruit Academy (RFRA). This academy shall include materials and curriculum so that new recruit firefighters meet NFPA 1001, Firefighter Level 1 and NFPA 472 Hazardous Materials Operations Level response upon completion, as well as become familiar with RFD policies and procedures, complete required National Incident Management Systems training and become familiar with medical protocols. New recruit firefighters shall all receive International Fire Service Accreditation Congress (IFSAC) certification to Firefighter 1, Firefighter 2, Hazardous Materials Awareness, and Hazardous Materials Operations prior to being assigned to field operations. Under special circumstances, RFD probationary firefighters who were already career firefighters upon their date of appointment may receive reciprocity upon approval from both the Fire Chief and Training Committee.

The content, delivery and administration of the RFRA shall be governed by the Fire Chief and Deputy Fire Chief of Special Operations and Training. The content of the academy shall be outlined in the Academy Manual found in Appendix A of this promotional manual.

## **END OF PROBATIONARY TRAINING TESTING**

The Probationary Firefighter shall be administered an end-of-training test as part of the completion of probationary training. This test shall include a collaboration of information from all training received during the training period. The test shall be 100 questions and shall consist of the following information:

- Firefighter 1 (Current Edition of IFSTA Essentials Manual)
- Haz-Mat Operations & Awareness (Current Edition of IFSTA Hazardous Materials First Responder Manual)
- Rogers Fire Department Standard Operating Procedures

The probationary firefighter shall receive two (2) opportunities to pass this exam with the following stipulations:

- The first time, the firefighter can pass with a 75%
- The second time, the firefighter can review his old test for sixty (60) minutes and must make 90% to pass

If the firefighter does not successfully complete the end-of-probationary test after the second attempt, this alone may constitute grounds for termination based on evaluation of the circumstances by the Fire Chief.

<b>POSITION:</b>	<b>Fire Equipment Operator (FEO)</b>
<b>DEPARTMENT:</b>	<b>Fire</b>
<b>REPORTS TO:</b>	<b>Captain</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>CATEGORY:</b>	<b>Full-Time</b>

## **SUMMARY**

This position performs all duties of a firefighter and is additionally responsible for:

- Inspection of the fire station, building, grounds and facilities to ensure cleanliness and order
- Examination of ladders, hose, apparatus and appliances to ensure operability
- Training of subordinates in the use of all tools and equipment for fire, rescue and medical operations
- Operating in the capacity of front-line supervisor working to enforce department rules and local ordinances
- Safely and efficiently operating apparatus and equipment at emergency scenes
- Recognize problems and mechanical issues with apparatus, seeking to repair and troubleshoot issues whenever possible
- Operate fire pumps to ensure adequate nozzle pressure while calculating for gravity, friction loss, and other factors
- Operate aerial apparatus in a safe and effective manner
- Position apparatus on the fireground to ensure adequate room for operations and scene development

## **EDUCATIONAL BACKGROUND**

1. High School Diploma or equivalent

## **LICENSES, CERTIFICATES AND PREREQUISITES**

1. Valid Arkansas drivers license
2. IFSAC Firefighter II certification
3. Emergency Medical Technician – Basic
4. Minimum 4 years continuous service with the Rogers Fire Department
5. Completion of Rogers Fire Department Relief Driver Training Program (SOP 122)
6. Completion of Rogers Fire Department Fire Equipment Operator Academy.

## **POSTREQUISITE TRAINING**

Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

## PROMOTIONAL TESTING

Promotions for the position of Fire Equipment Operator shall follow the following timeline:

- Position shall be posted with a closing application time of two (2) weeks
- Written test shall be administered first with a required passing percentage of 70 to pass to the next phase of testing. The written test should be administered the same day as the assessment center testing and no less than thirty days from the date of posting for the position.
  - The written test shall include information from the latest edition of the following books:
    1. IFSTA Company Officer – 25%
    2. IFSTA Pumping Apparatus Driver/Operator - 25%
    3. IFSTA Aerial Apparatus Driver/Operator – 25%
    4. Rogers Fire Department SOPs – 25%
- The practical examination shall be administered approximately one week after the written test is given. Only participants scoring at least 70% on their written examination shall proceed to the practical portion. The practical examination shall consist of the following three parts:
  - Geography Test (20%) – To include identification by memory of main arterial streets and use of the map book to design routes to provided addresses.
  - Obstacle Course (10%) – To include the following events:
    - Straight line driving in forward and reverse
    - Confined space turnaround
    - Alley Dock
    - Serpentine
    - Offset Alley
    - Diminishing Clearance
    - Stop Sign
  - Apparatus Operations Test (10%) – To include the following events:
    - Pumping of two (2) 1.75" fire hoses of designated length and nozzle selection to appropriate pressure
    - Pumping of both fixed and portable master streams to appropriate pressure
    - Simultaneous operation of fire hoses and master stream devices at appropriate pressures
    - Changeover from booster tank water to hydrant water without interruption of fire streams
    - Demonstrated use of all valves, gauges, and controls
    - Demonstrated use of a foam system, to include injection, foam educator, or batch mixing
    - Demonstrated proficiency in refilling booster tank water once supply from a hydrant has been established

- Demonstrated ability to operate a hydrant according to industry best practices
- Use of aerial ladder and elevated master stream
- The assessment center portion of the examination shall be administered immediately following the written examination and shall last approximately 45 minutes per applicant. The assessment center evaluators shall consist of three (3) unbiased representatives (appointed by the Fire Chief) from fire departments of similar size and operation, outside the Northwest Arkansas Area. The representatives shall hold equal or greater rank to the position being tested. All assessment center participants shall have received training the assessment center process. The assessment center training should be conducted by a designated and capable RFD officer prior to the beginning of the assessment center evaluations. The assessment center shall be setup so that each participant has ten minutes to prepare for both an incident command simulation and a group meeting scenario (twenty minutes, total preparation time). Each participant shall have ten minutes to present the incident command scenario and ten minutes to present their group meeting scenario. Evaluators shall have ten minutes to grade in between candidates. A sample schedule for candidates is provided on the next page.

<b>9:00-9:10</b>	Candidate 1		
<b>9:10-9:20</b>	Preparation		
<b>9:20-9:30</b>	Candidate 1, ICS Presentation		
<b>9:30-9:40</b>	Candidate 1, Group Meeting Presentation	Candidate 2 Preparation	
<b>9:40-9:50</b>	Candidate 1, Evaluator Scoring		
<b>10:00-10:10</b>		Candidate 2, ICS Presentation	
<b>10:10-10:20</b>		Candidate 2, Group Meeting Presentation	Candidate 3 Preparation
<b>10:20-10:30</b>		Candidate 2, Evaluator Scoring	

- Incident Command Scenario – To include demonstration of strategies and tactics as well as development of an ICS chart, incident action plan and safety

considerations. Scenario should be realistic and allow the candidate to utilize normal resources available to the RFD.

- Group Meeting Scenario – To include demonstration of a candidate's ability to persuade subordinates, motivate a workforce, defend a position and anticipate stakeholder concerns. Scenario should contain a topic that is realistic and understood by the candidate.

After completion of all phases of testing the overall scores for each applicant should be computed as follows:

**(Written Test Score x .20) + (Assessment Center x .20) + (Pumping Score x .20) + (Geography Test Score x .20) + (Obstacle Course Score x .20) =  
Maximum 100%**

<b>POSITION:</b>	<b>Captain</b>
<b>DEPARTMENT:</b>	<b>Fire</b>
<b>REPORTS TO:</b>	<b>Battalion Chief or Deputy Chief</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>CATEGORY:</b>	<b>Full-Time</b>

## **SUMMARY**

This position performs all duties of a firefighter and is additionally responsible for:

- Supervises and coordinates activities of shift personnel.
- Inspection of the fire station, building, grounds and facilities to ensure cleanliness and order
- Examination of ladders, hose, apparatus and appliances to ensure operability
- Responding to fire and emergency incidents, sizing up the scene and developing both an incident action plan and command of the incident
- Directing firefighting crews
- Training of subordinates in the use of all tools and equipment for fire, rescue and medical operations
- Evaluating the efficiency and effectiveness of assigned personnel
- Reporting all fire code infractions to the fire marshal or designee
- Compiling of reports for all calls and maintaining the station logbook in accordance with department policies
- Operating in the capacity of front-line supervisor working to enforce department rules and local ordinances
- Write and submit proposals for improvements in equipment, policy, procedure and operations
- Complete activities relating to fire prevention, public education, plans review, inspections and fire investigation.
- Inspections of new and existing construction to determine compliance with applicable codes and standards
- Responding to fire and emergency incidents and conducting such tasks necessary to determine cause and origin of fire and conduct a comprehensive fire investigation case
- Directing the inspection and testing of municipal fire hydrants and maintaining accurate records
- Making presentations to the public and other groups as assigned
- Investigating reports of all fire code violations

## **EDUCATIONAL BACKGROUND**

1. High School Diploma or equivalent
2. Effective January 1, 2017 all candidates must attain a minimum 30 hours of higher education from an accredited college or university

## **LICENSES, CERTIFICATES AND PREREQUISITES**

1. Valid Arkansas driver's license
2. IFSAC Firefighter II certification
3. Emergency Medical Technician – Basic
4. IFSAC Fire Officer I certification
5. IFSAC Instructor I certification or Arkansas EMT Instructor Certification
6. Minimum 2 years continuous service as a Fire Equipment Operator (FEO) unless the member was hired before January 1, 2014.
7. Hazardous Materials Technician Certification
8. Completion of Rogers Fire Department Future Company Officer Program (SOP 139)

## **POSTREQUISITE TRAINING**

Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

## **PROMOTIONAL TESTING**

Promotions for the position of Captain shall follow the following timeline:

- Position shall be posted with a closing application time of two (2) weeks
- Written test shall be administered first with a required passing percentage of 70 to pass to the next phase of testing. The written test should be administered the same day as the assessment center testing and no less than thirty days from the date of posting for the position.
  - The written test shall include information from the latest edition of the following books:
    1. IFSTA Building Construction Related to the Fire Service (IFSTA FPP Item Number 37022) – 25%
    2. IFSTA Command and Control: ICS, Strategy Development and Tactical Selections Book 1 (IFSTA FPP Item Number 36880)- 25%
    3. FPP Fire Prevention Applications for Company Officers (IFSTA FPP Item Number 36854) – 25%
    4. Rogers Fire Department Standard Operating Procedures – 25%
- The assessment center portion of the examination shall be administered immediately following the written examination and shall last approximately 75 minutes per applicant. The assessment center evaluators shall consist of three (3) unbiased representatives (appointed by the Fire Chief) from fire departments of similar size and operation, outside the Northwest Arkansas Area. The representatives shall hold equal or greater rank to the position being tested. All assessment center participants shall have received training on the assessment center process. The assessment center training should be conducted by a designated and capable RFD

officer prior to the beginning of the assessment center evaluations. The assessment center process shall consist of three separate events designed to test the candidate's ability to manage elements of the desired job. The assessment center starts with twenty minutes to prepare for both an incident command simulation and a group meeting scenario (twenty minutes, total preparation time). Each participant shall have ten minutes to present the incident command scenario and ten minutes to present their group meeting scenario. Immediately following the group meeting and ICS presentation, the candidate shall be provided twenty minutes to conduct an in-basket exercise that is designed to test their time management abilities, SOP implementation familiarity, and form usage. A sample schedule for candidates is provided on the next page.

<b>9:00-9:10</b>	Candidate 1 ICS and		
<b>9:10-9:20</b>	Group Meeting Preparation		
<b>9:20-9:30</b>	Candidate 1, ICS Presentation	Candidate 2 ICS and Group Meeting Preparation	
<b>9:30-9:40</b>	Candidate 1, Group Meeting Presentation		
<b>9:40-9:50</b>	Candidate 1, In-Basket Exercise	Candidate 2, ICS Presentation	Candidate 3 ICS and Group Meeting Preparation
<b>9:50-10:00</b>		Candidate 2, Group Meeting Presentation	
<b>10:00-10:10</b>		Candidate 2, In-Basket Exercise	Candidate 3, ICS Presentation
<b>10:10-10:20</b>			Candidate 3, Group Meeting Presentation
<b>10:20-10:30</b>			Candidate 3, In-Basket Exercise

- Incident Command Scenario – To include demonstration of strategies and tactics as well as development of an ICS chart, incident action plan and safety considerations. Scenario should be realistic and allow the candidate to utilize normal resources available to the RFD.
- Group Meeting Scenario – To include demonstration of a candidate's ability to persuade subordinates, motivate a workforce, defend a position and anticipate stakeholder concerns. Scenario should contain a topic that is realistic and understood by the candidate.
- In-Basket Exercise – To include demonstration of a candidate's ability to utilize standard operating procedures in realistic situations, manage realistic forms, paperwork, and duties of a company officer in a time sensitive situation and formulate a plan of action.

After completion of all phases of testing the overall scores for each applicant should be computed as follows:

**(Written Test Score x .40) + (Assessment Center x .40) + (Civil Service  
Score x .20) = Maximum 100%**

<b>POSITION:</b>	<b>Battalion Chief</b>
<b>DEPARTMENT:</b>	<b>Fire</b>
<b>REPORTS TO:</b>	<b>Fire Chief</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>CATEGORY:</b>	<b>Full-Time</b>

## **SUMMARY**

This position performs all duties of a firefighter and is additionally responsible for:

- Supervises and coordinates all activities of shift personnel.
- Inspection of the fire station, building, grounds and facilities to ensure cleanliness and order
- Examination of ladders, hose, apparatus and appliances to ensure operability
- Responding to fire and emergency incidents, sizing up the scene and developing both an incident action plan and command of the incident
- Directing fire companies and developing fireground strategy
- Training of subordinates in the management, leadership and fireground strategy and tactics
- Evaluating the efficiency and effectiveness of assigned personnel
- Reporting all fire code infractions to the fire marshal or designee
- Ensuring reports, scheduling and assignments are conducted in an efficient and effective manner
- Operating in the capacity of a platoon or shift supervisor working to enforce department rules and local ordinances
- Write and submitting proposals for improvements in equipment, policy, procedure and operations

## **EDUCATIONAL BACKGROUND**

1. High School Diploma or equivalent -
2. All candidates must attain a minimum of an Associates Degree from an accredited college or university or 60 hours from an accredited college or university
3. Effective January 1, 2017 all candidates must attain a minimum of a Bachelors Degree from an accredited college or university

## **LICENSES, CERTIFICATES AND PREREQUISITES**

1. Valid Arkansas drivers license
2. IFSAC Firefighter II certification
3. IFSAC Fire Officer II certification
4. Hazardous Materials Technician Certification
5. Completion of NFA Incident Safety Officer or equivalent
6. IFSAC Instructor I certification or Arkansas EMT Instructor Certification
7. Rank of Captain, five (5) Years

## 8. Completion of RFD Future Chief Officers Program (SOP 140)

### **POSTREQUISITE TRAINING**

Additional training may be required as determined by the Fire Chief based upon the individual's promotional assignment.

### **PROMOTIONAL TESTING**

Promotions for the position of Battalion Chief shall follow the following timeline:

- Position shall be posted with a closing application time of two (2) weeks
- Written test shall be administered first with a minimum required score of 70 percent to pass to the next phase of testing. The written test should be administered the same day as the assessment center testing and no less than thirty days from the date of posting for the position.
- The written test shall include information from the latest edition of the following books:
  1. IFSTA Chief Officer Manual (IFSTA FPP Item Number 36532) – 25%
  2. IFSTA Occupational Safety, Health, and Wellness (IFSTA FPP Item Number 37212)- 25%
  3. IFSTA Command and Control 2: ICS, Strategy Development and Tactical Selections Book 2 (IFSTA FPP Item Number 35421)- 25%
  4. Rogers Fire Department Standard Operating Procedures – 25%
- The assessment center portion of the examination shall be administered immediately following the written examination and shall last approximately 85 minutes per applicant. The assessment center evaluators shall consist of three (3) unbiased representatives (appointed by the Fire Chief) from fire departments of similar size and operation, outside the Northwest Arkansas Area. The representatives shall hold equal or greater rank to the position being tested. All assessment center participants shall have received training on the assessment center process. The assessment center training should be conducted by a designated and capable RFD officer prior to the beginning of the assessment center evaluations. The assessment center process shall consist of three separate events designed to test the candidate's ability to manage elements of the desired job. The assessment center starts with twenty minutes to prepare for both an incident command simulation and a group meeting scenario (twenty minutes, total preparation time). Each participant shall have ten minutes to present the incident command scenario and ten minutes to present their group meeting scenario. Immediately following the group meeting and ICS presentation, the candidate shall be provided thirty minutes to conduct an in-basket exercise that is designed to test their time management

abilities, SOP implementation familiarity, staffing assignment actions, and ability to review National Fire Incident Reporting System (NFIRS) reports. A sample schedule for candidates is provided on the next page.

9:00-9:10	Candidate 1 ICS and Group Meeting Preparation		
9:10-9:20			
9:20-9:30	Candidate 1, ICS Presentation		
9:30-9:40	Candidate 1, Group Meeting Presentation	Candidate 2 ICS and Group Meeting Preparation	Candidate 3 ICS and Group Meeting Preparation
9:40-9:50	Candidate 1, In-Basket Exercise	Candidate 2, ICS Presentation	
9:50-10:00		Candidate 2, Group Meeting Presentation	
10:00-10:10		Candidate 2, In-Basket Exercise	
10:10-10:20			
10:20-10:30			

- Incident Command Scenario – To include demonstration of strategies and tactics as well as development of an ICS chart, incident action plan and safety considerations. Scenario should be realistic and allow the candidate to utilize normal resources available to the RFD.
- Group Meeting Scenario – To include demonstration of a candidate's ability to persuade subordinates, motivate a workforce, defend a position and anticipate stakeholder concerns. Scenario should contain a topic that is realistic and understood by the candidate.
- In-Basket Exercise – To include demonstration of a candidate's ability to utilize standard operating procedures in realistic situations, manage realistic forms, paperwork, and duties of a chief officer in a time sensitive situation, manage day-to-day staffing challenges, review NFIRS reports and formulate a plan of action for identified problems.

After completion of all phases of testing the overall scores for each applicant should be computed as follows:

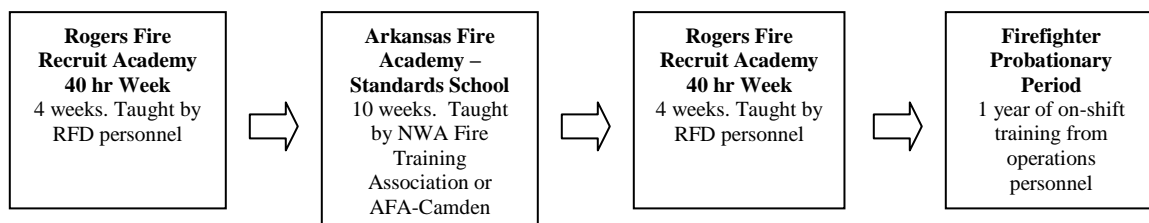
**(Written Test Score x .20) + (Assessment Center x .40) + (Civil Service Score x .20) + (Fire Chief Interview x .20) = Maximum 100%**

## APPENDIX A – ROGERS FIRE RECRUIT ACADEMY INFORMATION

The purpose of the Rogers Fire Academy shall be to introduce recruit firefighters to the Rogers Fire Department, City of Rogers and to meet the training requirements of NFPA 1001, Standard for Firefighter Professional Qualifications; NFPA 472, Standard for Hazardous Materials Responder Professional Qualifications; NFPA 1006 Standard for Rescuer Professional Qualifications, and mandated federal and state training requirements such as the National Incident Management System and Emergency Medical Protocols. This knowledge will assist firefighters in establishing a foundation of knowledge with which they can begin their careers. Firefighters shall be issued an Essentials of Firefighting, Hazardous Materials Operations, and Vehicle Extrication Manual, along with access to the RFD Standard Operating Procedures (SOP), and RFD map book.

### ACADEMY TYPES

All new firefighters will attend the Rogers Fire Academy, which incorporates “Firefighter Standards” and is taught by, or in conjunction with, the Arkansas Fire Academy. (Firefighter standards may be up to ten weeks in length) The format of the RFA is shown in the figure below:



The RFA contains approximately eighteen (18) weeks of instruction. Afterwards, new recruit firefighters enter “Probationary” status for a period of 1 year, during which they will be assigned to shift. Training and instruction will be delivered by operations personnel. This schedule is subject to change based on the Arkansas Fire Academy schedule, the Rogers Fire Department hiring process, or at the discretion of the Fire Chief.

After completing the RFA, candidates will be able to:

1. Identify the standards and regulations of the RFD
2. Define their roles and responsibilities within the RFD.
3. Understand training requirements for operations as a Firefighter, EMT, Haz-Mat Operations team member and technical rescuer
4. Understand requirements of NFPA 1001, Firefighter 1 and NFPA 472 Haz-Mat Operations Level
5. Understand risk, safety, and personal accountability at incident scenes
6. Identify the need for effective incident response plans and operating procedures
7. Identify rescuer Health and Fitness issues
8. Understand rescuer roles and responsibilities

9. Ensure that personal protective equipment is always utilized properly at emergency scenes
10. Ensure that response equipment is commensurate with operational level and is maintained and accounted for at all times
11. Be compliant with medical control protocols and directives
12. Understand and complete required National Incident Management Systems objectives
13. Meet the job performance requirements of NFPA 1001, Firefighter Level 1, NFPA 472, Hazardous Materials Operations and Awareness Levels.